

Christopher P. Welker

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PROFESSIONAL SUMMARY

Servant leader with expertise in leadership development, IT operations, and project management. Experienced IT generalist with 20+ years in technology support, infrastructure, and team management. Certified professional (PMP, CISSP, CF-LSP) skilled in disaster response coordination, process improvement, and mentoring technical teams. Proven ability to lead cross-functional teams and manage complex technology deployments in enterprise environments.

CORE COMPETENCIES

Leader Development | Information Security Governance | Risk Management | Service Delivery Optimization
Incident and Problem Resolution | IT Infrastructure Planning | Change Management | Process Planning | Process Automation | Business Continuity and Disaster Recovery Planning | Budgeting and Resource Allocation

PROFESSIONAL EXPERIENCE

Information Technology Disaster Resource Center (ITDRC)

June 2025 – Present

California State Coordinator (Volunteer Position)

Coordinate disaster response efforts for the state of California, with focus on Southern California region. Track and organize disaster response initiatives and resource allocation. Participate in field operations including site assessment and physical asset deployment. Serve as primary liaison for ITDRC activities across the state.

Quadrant, Remote, CA

May 2023 – February 2024

Social Media Specialist (Contract)

Developed and executed a comprehensive dual platform social media strategy focusing on LinkedIn and X (formerly Twitter). Promoted deals and open positions, highlighted individual locations, among other posting strategies. Collaborated with VP of Marketing to provide a comprehensive understanding of social media engagement.

Ingram Micro, Eastvale, CA

June 2022 – July 2025

Operations Manager

Supervise team comprising SAP planners, SAP processors, and quality assurance associates while overseeing workflow, fostering clear communication, and setting priorities. Collaborate seamlessly with production manager, other site managers, program management office, technical teams, and warehouse operations team. Provide leadership to team of 12 associates with aim of achieving ambitious goals.

- Expanded team from 3 to 13 members, while fostering growth and enhanced operational capacity.
- Optimize process flows for expanded team and implement initial best practices.
- Onboarded second site operations team and manager.
- Unified operations across two sites to deliver consistent support and optimized processes irrespective of location.

Ingram Micro, Eastvale, CA

May 2019 – June 2022

Production Planner

Led and managed day-to-day operations, including overseeing production floor activities, from assembly to shipping enterprise cloud-level hardware, while adhering to customer-specific requirements. Served as point of contact for incidents and issues related to ERP transactions for orders in SAP.

- Developed and enhanced processes for startup departments to streamline operations and drive efficiency.
- Contributed to internal infrastructure enhancements by mentoring team on hardware assembly, repair, software configuration, and deployment.
- Onboarded 17 customers into workflow, while streamlining processing and enhancing production efficiency.

Calance, Buena Park, CA

October 2018 – May 2019

Service Desk Delivery Supervisor

Supervised team of 17 technicians to coordinate daily activities for four floating technicians aimed at optimizing workflow and efficiency. Managed break-fix tasks, IMAC (Install, Move, Add, Change) operations, and other project

responsibilities to maintain seamless service delivery. Guided team to deliver exceptional customer service and on-site support, while ensuring high client satisfaction.

- Provided strategic guidance to DevOps teams and streamlined processes through effective automation techniques.
- Completed sales team personal computing refresh during national sales meeting and provided high level of service, while keeping sales team available during migrations.

Calance, Buena Park, CA**January 2017 — October 2018****Service Desk Team Lead**

Directed team of 12 service desk operation specialists to handle tier 1 and 2 support for 17 clients as well as manage around 8K monthly contacts in Managed Services setting. Oversaw scheduling, staff growth, and team cohesion as technical escalation resource. Assisted service desk manager in both operations and delivery tasks, while providing expertise for tier 2 and 3 support for clients.

- Implemented and conducted thorough Hammer testing on innovative VoIP Phone platform.
- Enhanced organizational safety and compliance by spearheading implementation of security protocols.
- Improved data visualization and decision-making efficiency by developing and launching real-time infographic reporting system.

Claremont McKenna College, Claremont, CA**April 2015 — December 2016****DevOps Engineer**

Provided unprecedented assistance in merging final steps of transitioning from custom CMS to Drupal, while focusing on smaller content and videos. Contributed to creating comprehensive documentation for maintenance team post-migration to ensure seamless operations. Collaborated on developing tools with aim of promoting successful adoption and utilization of IaaS.

- Enhanced system security and integrity by emphasizing securing credentials and keys for Infrastructure as a Service (IaaS) initiative.
- Developed task reporting system leveraging automation tools, KPIs, and tailored customizations to meet specific needs of report owners.

Azusa Pacific University, Azusa, CA**August 2011 — April 2015****IMT Repair Center Technician**

Served as technical mentor to 7–10 student managers and 12–15 student technicians. Facilitated repair and maintenance of personal computers for students, faculty, and staff. Handled Apple and HP warranty repair for personal and university-owned equipment. Managed technical training and quality assurance

Azusa Pacific University, Azusa, CA**October 2007 — August 2011****Computer Technician II**

Provided comprehensive technical support to faculty, staff, and students. Resolved software, hardware, and network issues with emphasis on Apple environments. Delivered customer training on software and hardware solutions. Collaborated with internal and external support teams to achieve effective resolutions

Additional Early Career Experience**US Modular — Technical Support Specialist****April 2007 — September 2007**

- Provided customer support for memory and storage products
- Troubleshoot installation, customization, and overclocking issues
- Provided 24/7 on-call support to international customers

CompUSA — A+ Technician / Apple Technician**July 2006 — April 2007**

- Repaired, installed, upgraded, and troubleshoot customer units
- Provided technical support and customer problem-solving assistance

La Sierra University — Analyst & Support Specialist**January 2004 — July 2006**

- Oversaw technical aspects of Distance Learning program
- Administered Classroom Management Systems (WebCT, Desire2Learn)
- Provided technical support and troubleshooting for faculty and students

La Sierra University — Student Computer Technician**August 2002 — December 2003**

- Provided comprehensive technical support to faculty, staff, and students
- Resolved software, hardware, and network issues with emphasis on Apple environments
- Assisted with computer laboratory maintenance

MS Aerospace — Assistant to Manager of Information Services**June 2001 – May 2002**

- Supported 55+ client machines and network infrastructure
- Troubleshooting of ERP software and network systems
- Reviewed server logs for security and system integrity

EDUCATION**Master of Arts (M.A.) – Leadership, Leadership Development Emphasis**

Azusa Pacific University, Azusa, CA – Earned 2021

Bachelor of Arts (B.A.) – Applied Studies, Organizational Leadership Concentration

Azusa Pacific University, Azusa, CA – Earned 2017

PROFESSIONAL CERTIFICATIONS

- (ISC)2 - Certified Information Systems Security Professional (CISSP)
- Apple Certified Macintosh Technician
- CompTIA A+ Certified Professional
- CompTIA Network+ Certified Professional
- ITIL v3 Foundations
- Microsoft Certified Technology Specialist
- Program Management Institute Project Management Professional (PMP)
- Six Sigma Green Belt Professional
- Lego Serious Play - Certified Facilitator (CF-LSP)
- FCC Amateur Radio Operator, Extra Class License
- HP Certified Technology Specialist